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NASA
Procedural
Requirements

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NASA Telework Program

Responsible Office: Office of Human Capital Management

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PREFACE

P.1 Purpose

- a. NASA's Telework Program is designed to provide employees and managers with flexible work arrangements by which employees perform their assigned duties at home or other approved worksite and not at their regular place of employment. Such arrangements can benefit both managers and employees in the following ways: enhance the recruitment and retention of a high-quality diverse workforce; assist in providing reasonable accommodations to individuals with disabilities, including employees who have temporary or continuing health conditions; provide for the continuity of operations (COOP) during national or regional emergencies; reduce transportation-related stress and costs; improve morale by allowing employees to balance work and family demands; and encourage the highest employee productivity toward the accomplishment of the Agency's mission.
- b. This NPR establishes the procedures and responsibilities for conducting the Telework Program in accordance with applicable law and regulations. It provides Agency direction, which should be used in conjunction with the referenced statutory and regulatory requirements. Center Human Resources Offices should be consulted for further information and guidance.

P.2 Applicability

- a. This NPR is applicable to NASA Headquarters and NASA Centers, including NASA's Component Facilities and Technical and Service Support Centers.
- b. Any reference to Center Director(s) includes the Executive Director, Headquarters Operations and the Executive Director of the NASA Shared Services Center.
- c. The Office of the Inspector General has statutory independence and may create a separate Telework Program that more effectively meets its mission requirements.

P.3 Authority

- a. 42 U.S.C. § 2473(c) (1), Section 203(c) (1) of the Space Act of 1958, as amended.
- b. 31 U.S.C. § 1348, Pub. L. No. 104-52, Telephone Installation and Charges, note, Treasury, Postal Service, and General Government Appropriations Act, 1996, Title VI, Governmentwide General Provisions--Departments, Agencies, and Corporations, § 620.
- c. Pub. L. No. 105-277, Omnibus Consolidated and Emergency Supplemental Appropriations Act, 1999, 112 Stat. 2681-522, Title VI, General Provisions--Departments, Agencies, and Corporations, § 630.
- d. Pub. L. No. 106-346 Department of Transportation and Related Agencies Appropriations Act, 2001, Title III, General Provisions, § 359.
- e. 5 C.F.R. § 531.605(d), Determining an Employee's Official Worksite.
- f. NPD 3000.1, Management of Human Resources.

- g. FIRMR Bulletin C-8, Information Accessibility for Employees with Disabilities.
- h. FMR Bulletin 2006-B3, Guidelines for Alternative Workplace Arrangements.
- i. FMR Bulletin 2007-B1, Information Technology and Telecommunications Guidelines for Federal Telework and Other Alternative Workplace Arrangement Programs.

P.4 Applicable Documents

- a. NPR 1382.1, NASA Privacy Procedural Requirements.
- b. NPR 1441.1, NASA Records Retention Schedules.
- c. NPR 1600.1, NASA Security Program Procedural Requirements.
- d. NPR 4200.1, NASA Equipment Management Procedural Requirements.
- e. NPR 8715.1, NASA Occupational Safety and Health Programs.

P.5 Measurement/Verification

NASA Headquarters and each Center will cooperate with periodic data gathering and other evaluation activities as required.

P.6 Cancellation

None

/S/

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Associate Administrator for
Institutions and Management

Chapter 1. Responsibility

1.1 The Director, Workforce Management and Development Division, Office of Human Capital Management, shall ensure that the Telework Program and these procedural requirements comply with applicable law and regulations.

1.2 Officials-in-Charge of Headquarters Offices and NASA Center Directors shall ensure that subordinate managers and supervisors support and encourage telework as an alternative work arrangement for those employees who are eligible.

1.3 NASA Headquarters and Center Human Resources Directors shall:

- a. Establish a Telework Program, including any discretionary procedures, in accordance with this NPR and applicable law and regulations.
- b. Ensure that all eligible employees may participate in the Telework Program to the maximum extent possible without diminishment in performance or negative impact to the Agency's mission.
- c. Ensure that teleworkers utilize the same time and attendance rules as non-teleworkers, including the procedures for requesting leave, overtime, or compensatory time.
- d. Periodically evaluate their Center's Telework Program and assess trends to determine participation and to make improvements as necessary.

1.4 Supervisors shall:

a. Approve or deny an eligible employee's request to telework in a timely manner, typically within two pay periods. If the request is based on the need for accommodation due to a medical condition, the supervisor may request appropriate medical documentation including the expected length of duration of the condition.

b. Document in WebTADS, NASA's automated time and attendance system:

(1) Approval of the request to telework.

(2) Denial of the request to telework including the identification of the criterion in paragraph 2.1 for such.

If applicable based on the criterion for the denial, the employee should be advised of any corrective action(s) which may convey eligibility for future participation in the Telework Program.

c. Request and/or approve, subject to available funding, the requisition of necessary equipment (i.e., information technology (IT) and/or communications equipment, software, etc.) as deemed appropriate and necessary for any employee eligible to telework.

d. Ensure that telework hours worked by an employee are accurately reflected prior to approving an employee's timesheet in WebTADS.

e. Terminate a Telework Agreement in accordance with Chapter 6 at any time should the telework arrangement fail to meet the needs of the organization or should an employee's eligibility change based on the criteria of paragraph 2.1.

f. Periodically, and/or as necessary, review an established Telework Agreement with the employee.

g. Inform employees that they may file a grievance under the administrative or negotiated grievance procedures, whichever is applicable, on any matter of concern or dissatisfaction with a telework arrangement, including a denial of a request to telework or the termination of a Telework Agreement.

1.5 Employees shall:

a. Request approval to telework, in accordance with the procedures in WebTADS, by completing the Telework Agreement; no other Telework Agreement shall be used. (Note: In WebTADS, Telework Agreement requests follow Leave Balances under the Employee Profile Section accessed through "My Details" or "Leave Balances."

b. Provide appropriate medical documentation in WebTADS if the request to telework is based on the need for accommodation due to a medical condition, including the expected length of duration of the condition, if requested to do so by their supervisor.

c. Record telework hours worked with the appropriate labor code and telework designation on their timesheets in WebTADS.

d. Comply with Government-wide regulations and Agency policy and procedures for the safeguarding of information.

(1) Offsite access to classified information shall be strictly prohibited in accordance with NPR 1600.1, NASA Security Program Procedural Requirements.

(2) Any and all electronic forms of Sensitive but Unclassified (SBU) information or personal identifiable information (PII) shall be handled in accordance with NPR 1600.1, NASA Security Program Procedural Requirements, and all transmittal of such shall be via encryption, without exception. National security information of a classified nature is not authorized and shall not be stored, transmitted, or put on any laptop or ancillary storage device, under any circumstance in accordance with NPR 1600.1, and shall be destroyed in accordance with NPR 1441.1D, NASA Records Retention Schedules.

(3) Loss or compromise of SBU information shall be reported immediately upon discovery in accordance with Agency and NASA Headquarters/Center policy and procedures and in accordance with NPR 1382.1, NASA Privacy Procedural Requirements.

(4) Incidents involving the breach of PII shall be handled and reported in accordance with NPR 1382.1, NASA Privacy Procedural Requirements.

e. Strictly adhere to all Agency and Headquarters/Center policies, procedures, security requirements, and property management regulations concerning the removal and safeguarding of NASA property and equipment in accordance with NPR 4200.1, NASA Equipment Management Procedural Requirements.

f. Ensure a safe alternative worksite and follow proper safety practices at all times in accordance with NPR 8715.1, NASA Occupational Safety and Health Programs.

g. Be accessible and available to the organization and customers during working hours while in a telework status.

h. Understand that they may be required to report to their official worksite due to workload demands or other official purposes in lieu of scheduled telework.

1.6 The Office of the Chief Financial Officer shall provide for the tracking and reporting of telework via WebTADS.

1.7 The Office of the Chief Information Officer shall provide the information infrastructure and tools that support and enable the workforce to effectively perform their assigned duties while in a telework status at an approved alternative worksite.

Chapter 2. Eligibility

2.1 All employees are eligible to participate in the Telework Program unless they meet one of the following business-based criteria:

- a. The position requires, on a regular and recurring basis, direct handling of classified materials.
- b. The employee performs onsite activities that cannot be conducted remotely or at an alternative worksite.
- c. The employee's last performance rating of record was less than fully successful.
- d. The employee's conduct has resulted in disciplinary action within the last 12 months.

2.2 Although the above criteria establish situations wherein an employee may be ineligible, eligible employees' participation in the Telework Program is dependent upon their supervisor's approval. A supervisor may deny an eligible employee's request to telework when it is in the best interest of the organization to do so; e.g., based on staffing needs. Eligibility does not equate to entitlement.

Chapter 3. Worksite and Equipment

3.1 Generally, telework will be performed at an alternative worksite such as the employee's home or other location which is conducive to performing assigned duties. Telework may be performed at a Telework Center if approved, based on available funding, and when determined to be mutually beneficial to both the Agency and the employee. The alternative worksite of an employee will not change the duty station unless:

- a. The alternative worksite is outside the locality pay of the duty station.
- b. The employee is not required to report at least twice within a biweekly pay period to his/her official worksite. In such cases, the employee's alternative worksite shall then be the employee's duty station for purposes of pay, leave, and other benefits.
- c. Any exception to the above must be approved by the supervisor, appropriately documented, and be temporary in nature such as one of the following:

(1) The employee is recovering from an injury or medical condition.

(2) The employee is affected by an emergency situation which temporarily prevents the employee from commuting to the regular official worksite.

3.2 While teleworking, an employee is strongly encouraged to only use a NASA-provided computer to ensure the safeguarding of NASA's information and systems with the most recent encryption technology, antivirus protection, firewalls, etc. The use of personally-owned removable media devices (e.g., Universal Serial Bus "thumb" drives, read/write compact disks, external hard drives) is prohibited for use in Government-owned systems as is the use of Government-provided removable media devices in personal or other than Government-owned systems.

3.3 To the extent permitted by Federal law and regulations and NASA policy and procedures, IT and/or communications equipment, software, etc., may be provided by NASA to a teleworker. The equipment must be necessary for the performance of the employee's assigned duties, reasonably available, cost effective, and subject to the availability of funding.

3.4 NASA Headquarters and each Center may provide telephone credit cards or reimburse an employee for business-related local and/or long distance phone calls charged to his/her personal telephone. If such is the case, an employee shall be required to certify that all usage of such services is for official Government business.

Chapter 4. Workers' Compensation and Liability

4.1 Teleworkers are covered by the provisions of the Federal Employees Compensation Act. On-the-job injuries or accidents shall be brought to the immediate attention of the employee's supervisor and are subject to investigation.

4.2 NASA shall not be liable for damages to the employee's real and/or personal property while the employee is working at the approved alternative worksite except to the extent that the Agency is held liable under the Military Personnel and Civilian Employees Claims Act and the Federal Tort Claims Act. Advice and assistance regarding legal claims or other liabilities shall be referred to the Office of the General/Chief Counsel.

4.3 The Agency assumes no responsibility for any operating costs, including home maintenance, insurance, personal equipment, or utilities (with the possible exception of telephone charges incurred per paragraph 3.4) associated with an employee's use of a personal residence as an alternative worksite.

Chapter 5. Excused Absence, Administrative Dismissal, and Emergency Closing

5.1 One of the major benefits of the Telework Program is the ability of employees to continue working at their alternative worksites during a disruption of Government operations. Employees working at an alternative worksite:

- a. May not be excused from performing their assigned duties for an interruption in operations at their official worksite (e.g., administrative dismissal, emergency closing, etc.) unless their work cannot be completed due to the interruption.
- b. May be excused from performing their assigned duties during an emergency situation if the emergency (e.g., disruption of electricity, loss of heating or cooling, loss of contact with the official worksite) adversely affects the alternative worksite and prevents continuation of work.

5.2 Depending on the situation, such as those described above, may be required to report to their official worksite, take approved annual leave or leave without pay, or be granted an excused absence. Employees shall communicate with their supervisor to discuss any change which impacts working conditions.

Chapter 6. Schedule Modification and Termination of Agreement

6.1 Supervisors may require an employee to report to the official worksite on a scheduled telework day to accommodate workload demands or for other official purposes. When possible, an employee shall be provided advance notice (i.e., typically two weeks) in writing of any change to his/her telework schedule or alternative worksite.

6.2 Employees may request a change to their scheduled telework day in a particular week or biweekly pay period or alternative worksite. Such a request should be made in writing and in advance (i.e., typically two weeks) prior to the affected day. Supervisors should accommodate these requests, whenever possible, consistent with mission requirements.

6.3 Termination of a Telework Agreement can be initiated by either the supervisor or the employee.

a. If the supervisor is initiating the termination, it shall be in writing and recorded via WebTADS, stating the reason for the termination, and providing a minimum of two weeks' notice unless providing such notice is clearly not feasible, is contrary to a collective bargaining agreement, or is not in the best interests of the Agency. Such documentation shall be retained by the supervisor.

b. If an employee is initiating the termination, it shall be in WebTADS.

Chapter 7. Reporting Requirements

7.1 NASA Headquarters and each Center shall provide the data necessary for Agency consolidation and analysis when requested to do so by the Office of Human Capital Management in order to meet external reporting requirements.

7.2 In accordance with the NASA Records Retention Schedules, such reports shall be retained for two years then destroyed.

Chapter 8. Continuity of Operations (COOP) during National and/or Regional Emergency Situations

8.1 During an emergency situation, including a Pandemic Health Crisis, the Telework Program will play a vital role for COOP by preserving essential Agency, NASA Headquarters, and/or Center functions and providing an option for employees to continue working during times when they may be prevented from reporting to their official worksite.

8.2 Supervisors may direct an employee to telework during a COOP or pandemic health crisis situation even if a Telework Agreement with the employee is not in place.

8.3 An employee directed to telework during a COOP or pandemic health crisis situation does not imply that the employee is eligible for participation during nonemergency periods.

8.4 While telework is not a substitute for dependent/child care, employees may telework during the time they are not responsible for dependent/child care but must take accrued annual leave, other paid time off, or leave without pay while performing dependent/child care responsibilities.

Appendix A. Definitions

A.1 Alternative Worksite. A location other than the employee's duty station (official worksite) such as an employee's home, a Telework Center, or a facility established by a state, local, or county government for use by teleworkers.

A.2 Duty Station. The official worksite of the employee for purposes of pay (special salary rates, locality pay adjustments, and travel) in accordance with 5 C.F.R. 531.605(d)).

A.3 Eligible Position. A position in which some or all of the employees' assigned duties can effectively be performed away from their duty station without adverse effect on customer service delivery and does not require the direct handling of classified materials on a regular and recurring basis.

A.4 Official Worksite.

a. Typically for most employees, the official worksite will be their home Center or the location where most or all other employees report for duty for that organization.

b. The official worksite of an employee teleworking on a regular and recurring basis will be determined on a case-by-case basis and documented in the Telework Agreement.

c. Any change in the official worksite may impact location-based pay entitlements (such as locality pay, special rate supplements, and nonforeign area cost-of-living allowances, leave, and travel entitlements).

A.5 Telework.

a. Is any work arrangement by which employees perform their assigned duties at home or other approved worksite (i.e., alternative worksite) and not at their regular place of employment.

b. Is a work arrangement to help the Agency accomplish its mission as efficiently and effectively as possible.

c. May be used as a reasonable accommodation in accordance with NPR 3713.1, Reasonable Accommodation Procedures, for an employee with a disability; for the purpose of COOP during national or regional emergencies; or to accommodate employees with a medical condition which limits their mobility or ability to perform at their official worksite.

d. Is voluntary on the part of employees with their supervisor's approval unless directed as part of a COOP or pandemic health crisis emergency situation.

e. Is not:

(1) An employee's right.

(2) A substitute for dependent/child care. However, employees may telework during the time they are not responsible for dependent/child care but must take accrued annual leave, other paid time off, or leave without pay while performing dependent/child care responsibilities.

(3) Temporary duty performed in a travel status.

A.6 Telework Agreement. Is an agreement and a requirement (except in an emergency situation)

between employees and their supervisor for employees who perform their assigned duties at an alternative worksite.

A.7 Telework Center. A General Services Administration or other approved facility established by state, local, or county government or private sector organization for use by teleworkers.

Appendix B. References

B.1 28 U.S.C. Part VI, Chapter 171.

B.2 28 U.S.C. Part IV, Chapter 85, § 1346(b).

B.3 5 C.F.R. Part 177.

B.4 NPD 1040.4, NASA Continuity of Operations (COOP).

B.5 NPD 1382.17, NASA Privacy Policy.

B.6 NPD 1440.6, NASA Records Management.

B.7 NPD 3713.8, Provision of Reasonable Accommodation for Individuals With Disabilities.

B.8 NPR 1040.1, NASA Continuity of Operations (COOP) Planning Procedural Requirements.

B.9 NPR 2810.1, Security of Information Technology.

B.10 NPR 3430.1, NASA Employee Performance Communication System (EPCS).

B.11 NPR 3713.1, Reasonable Accommodation Procedures.

B.12 OPM-II-A-2, August 3, 2006, A Guide to Telework in the Federal Government.

B.13 OPM Memoranda for Heads of Executive Departments and Agencies, Establishing Telecommuting Policy, dated February 9, 2001, and March 6, 2001.

B.14 NASA Policy for Use of Removable Media, Such as USB "Thumb" Drives, dated November 21, 2008.

B.15 NASA Desk Guide on Telework Programs, December 2005.

B.16 NASA Office of Human Capital Management (OHCM) Continuity of Operations (COOP) /Pandemic Desk Guide.

APPENDIX C. Telework Agreement

The Telework Agreement Request to establish a Telework Agreement in WebTADS (WebTADS 2.8.5.11 as of the date of this NPR) will be used to comply with the procedures established, to the greatest extent possible, until such time as modifications to WebTADS are made. Employees shall continue to identify telework requests as either core or episodic until WebTADS is modified. At which time, employees will have the option of establishing regularly scheduled telework days.

C.1 Employee Certification

C.1.1 I have read and understand NPR 3600 and any applicable Center-specific policy and procedures relative to telework.

C.1.1.1 I will fulfill all my responsibilities in accordance with such policies and procedures.

C.1.1.2 I will ensure that my workstation, computer, and work area are appropriately set up to ensure my safety and the adequate protection and security of any NASA-provided equipment in my possession.

C.1.1.3 I will comply with Government-wide regulations and Agency/Center policy and procedures for the safeguarding of information; specifically, that which is SBU information or contains PII.

C.1.1.4 I understand that I will utilize the same time and attendance rules as non-teleworkers, including the procedures for requesting leave, overtime, or compensatory time.

C.1.1.5 I understand how working at an alternative worksite (i.e., home, Telework Center, etc.) may impact my pay and entitlement to compensation for travel and require me to work during emergency closure, administrative dismissal, etc.

C.1.1.6 I will be available to and communicate with my supervisor on a regular basis regarding work products done remotely.

C.1.1.7 I understand that I or my supervisor may terminate this Agreement by giving advance notice if feasible. In addition, I understand that my supervisor may terminate this Agreement should my performance fail to meet my performance standards, my conduct results in disciplinary action, or the telework arrangement fails to meet the needs of the organization.

C.1.2 I have reviewed and understand the terms and conditions of this Telework Agreement and have discussed them with my supervisor.

C.2 Approver Certification

C.2.1 I have read and understand NPR 3600 and any applicable Center-specific policy and procedures relative to telework.

C.2.1.1 I will fulfill all my responsibilities in accordance with such policies and procedures and this Agreement.

C.2.1.2 I have determined the employee is eligible to telework, including ensuring that the employee's most recent performance summary rating is at least "Fully Successful" and no disciplinary action against the employee has been taken in the last 12 months.

C.2.1.3 I have reviewed the Agency/Center's policies and procedures relative to telework with the

employee.

C.2.1.4 I have discussed performance and communication expectations while in a telework status with the employee.

C.2.1.5 I have verified that all NASA-provided equipment issued to the employee has been appropriately documented.

C.2.1.6 I have discussed with the employee the need to ensure a safe alternative worksite and the adequate protection and security of any NASA-provided equipment in his/her possession.

C.2.1.7 I have reviewed the Government-wide regulations and Agency/Center policy and procedures regarding offsite access to classified information and the safeguarding of information; Specifically, that which relates to SBU information or contains PII.

C.2.1.8 I have confirmed that the employee understands that he/she must utilize the same time and attendance rules as nonteleworkers, including the procedures for requesting leave, overtime, or compensatory time.

C.2.1.9 I have discussed with the employee how working at an alternative worksite (i.e., home, Telework Center, etc.) may impact his/her pay and entitlement to compensation for travel and that he/she may be required to work during emergency closure, administrative dismissal, etc.

C.2.1.10 I will communicate with my employee on a regular basis.

C.2.2 I have reviewed and understand the terms and conditions of this Telework Agreement and have discussed them with my employee.